



Committee on Transportation and Infrastructure
U.S. House of Representatives
Washington DC 20515

Bill Shuster
Chairman
Mathew M. Sturges
Staff Director

Peter A. DeFazio
Ranking Member
Katherine W. Dedrick
Democratic Staff Director

AGENDA

COMMITTEE ON TRANSPORTATION AND INFRASTRUCTURE

HEARING

“Oversight of U.S. Airline Customer Service”

Tuesday, May 2, 2017
9:30 a.m.
2167 Rayburn House Office Building

WITNESS LIST

Mr. Oscar Munoz
Chief Executive Officer
United Airlines
(Accompanied by: Mr. Scott Kirby
President, United Airlines)

Ms. Kerry Philipovitch
Senior Vice President of Customer Experience
American Airlines

Mr. Joseph Sprague
Senior Vice President of External Relations
Alaska Airlines

Mr. Bob Jordan
Executive Vice President and Chief Commercial Officer
Southwest Airlines

Mr. William J. McGee
Aviation Consultant
Consumers Union